Claims

We claim:

1. (Currently Amended) A method of troubleshooting software hangs on a computing device, the method comprising:

capturing data associated with a hang;

extracting attributes associated with the hang; ~~and~~

comparing the extracted attributes to a database of issues to troubleshoot the hang;

performing on the computing device the comparison of extracted attributes to the database of issues;

assigning the extracted attributes a value based on a history of hang events;

determining a potential culprit for the hang event based on the assigned values; and

performing troubleshooting steps to quarantine the potential culprit;

wherein performing troubleshooting steps to quarantine the potential culprit comprises renaming a file.

2. (Original) The method of claim 1 further comprising:

packaging the captured data into a file; and

assigning the packaged file an identification value for tracking the hang.

3. (Original) The method of claim 2 wherein the identification value comprises a hash value associated with a call stack.

4. (Original) The method of claim 1, wherein comparing the extracted attributes further comprises:

identifying the hang; and

providing a user with a solution to the hang, if the solution is available.

5. (Original) The method of claim 1, wherein capturing data associated with a hang further comprises extending a schema by using a data capture program extension.

6. (Original) The method of claim 1, wherein extracting attributes to diagnose the hang further comprises extending an attribute extraction schema through the use of an attribute plugin.

7. (Original) The method claim 1, wherein the database of issues comprises data to represent at least one hang event.

8. (Canceled)

9. (Currently Amended) The method of claim 8̶1̲, wherein the potential culprit comprises one of a file, module, process, thread, block of code, o̲r̲ instruction, or the like.

10. (Canceled)

11. (Currently Amended) The method of claim 8̶1̲, further comprising updating the history of hang events.

12-20. (Canceled)

21.   (New) A computer readable medium comprising executable instructions for performing a method of troubleshooting software hangs on a computing device, the method comprising:

      capturing data associated with a hang;

      extracting attributes associated with the hang;

      comparing the extracted attributes to a database of issues to troubleshoot the hang;

      performing on the computing device the comparison of extracted attributes to the database of issues;

      assigning the extracted attributes a value based on a history of hang events;

      determining a potential culprit for the hang event based on the assigned values; and

      performing troubleshooting steps to quarantine the potential culprit;

      wherein performing troubleshooting steps to quarantine the potential culprit comprises renaming a file.

22.   (New) The method of claim 21, further comprising:

packaging the captured data into a file; and

assigning the packaged file an identification value for tracking the hang.

23.   (New) The method of claim 21, wherein the identification value comprises a hash

value associated with a call stack.

24.   (New) The method of claim 21, wherein comparing the extracted attributes

        further comprises:

identifying the hang; and

providing a user with a solution to the hang, if the solution is available.

25.   (New) The method of claim 21, wherein capturing data associated with a hang

further comprises extending a schema by using a data capture program extension.

26.   (New) The method of claim 21, wherein extracting attributes to diagnose the

hang further comprises extending an attribute extraction schema through the use of an attribute

plugin.

27.   (New) The method claim 21, wherein the database of issues comprises data to

represent at least one hang event.

28.   (New) The method of claim 21, wherein the potential culprit comprises one of a

file, module, process, thread, block of code, or instruction.

29.   (New) The method of claim 21, further comprising updating the history of hang

events.

30.   (New) A computer-enabled system comprising:

        means for capturing data associated with a hang;

        means for extracting attributes associated with the hang;

means for comparing the extracted attributes to a database of issues to troubleshoot the hang;

means for performing on the computing device the comparison of extracted attributes to the database of issues;

means for assigning the extracted attributes a value based on a history of hang events;

means for determining a potential culprit for the hang event based on the assigned values; and

means for performing troubleshooting steps to quarantine the potential culprit;

wherein performing troubleshooting steps to quarantine the potential culprit comprises renaming a file.